



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
ANNISTON ARMY DEPOT  
7 FRANKFORD AVENUE  
ANNISTON, ALABAMA 36201-4199

**AMSTA-MN-PA**

**REVISED**  
24 November 2003

**Policy Statement #9**

**SUBJECT: Quality**

1. As Commander of Anniston Army Depot (ANAD), my responsibilities include implementing, managing and administering an effective Quality Management System. I expect each employee to assume the responsibility of providing products/services that meet the quality standards and expectations of our customers, both internal and external.
2. The Chief, Product Assurance/Assessment Division, DQI shall exercise the authority of implementing and managing the Quality Management System on my behalf.
3. Management at all levels shall ensure that this policy statement is communicated, understood, and practiced throughout all organizational levels.

**Anniston Army Depot - where everyone's business is customer satisfaction through world class quality.**

4. Conveyed through this policy is the commitment that ANAD will take all reasonable actions to ensure our customer's expectations are met or exceeded, whether that customer is the next person in the process or our ultimate customer, the SOLDIER. In addition, ANAD has established the following quality objectives:
  - Increase customer satisfaction
  - Increase product conformity
  - Deliver products on time
  - Deliver products within cost.
5. ANAD will proactively pursue measurable customer feedback and will aggressively investigate and resolve customer complaints.
6. This policy statement supersedes Policy Statement #9, dated 16 January 2002.

**GERALD BATES, JR.**  
Colonel, OD  
Commanding

**DISTRIBUTION:**  
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